

# Jagraj Singh

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## Work Experience

### City of Seattle

**Vaccination Site Customer Service Representative** | Seattle, WA

*March 2021—Present*

- Helping end the COVID-19 pandemic by performing accurate patient data entry in Signetic/Power Apps systems.

### Microsoft

**Xbox Refunds Analyst** | Remote

*March 2020—Present*

- Analyze customer data for financial troubleshooting, refund eligibility and fraud prevention.
- Independently create a data parsing tool using Python that cleans bulk request data to reduce case time.
- Independently automate workflow using Python and automation libraries further reducing case time.
- Create tutorials for prototyping tools and train colleagues in the Python programming language.

### Microsoft

**Product Advisor** | Redmond, WA | Bellevue, WA

*May 2018—March 2020*

- Deliver workshops and personal trainings to educate and inspire clients.
- Generate business leads to grow sales pipeline and generate recurring revenue.
- Troubleshoot and resolve common technical problems.
- Lead hands-on demos of Microsoft products to create new fans and drive excitement.

## Featured Projects

**Portfolio Website** — <https://jagrajsingh.com>

A minimal portfolio website resembling a dark themed Jupyter Notebook created effortlessly with Jupyter Lab.

**Technologies:** Jupyter, HTML, CSS, LaTeX, GitHub

**MIT Course View Count Analysis**

Collected, cleaned, and visualized YouTube MIT course view count data to gain insight on course completion.

**Technologies:** Python, pandas, matplotlib, YouTube Data API, JSON, Data Analysis, Web Scraping

**Cryptocurrency Lottery**

Built a text based lottery game to demonstrate the security of cryptocurrency private keys.

**Technologies:** Python, Ethereum Blockchain API, Cryptography, Object-Oriented Programming

## Education

**Bachelor of Arts in Communications** | University of Washington

*2014—2017*

## Skills

**Robotic Process Automation (RPA)** Power Automate, AutoHotkey, pyautogui (Python)

**Programming Languages** Python — scientific computing (numpy, pandas, matplotlib, scipy, sympy)

**Database Management** SQL (PostgreSQL)

**Web & Markup** HTML, CSS, JSON, XML, LaTeX, Google Analytics

**Productivity** Excel (pivot tables, power query, macros, VBA)

**Languages:** English, Punjabi